

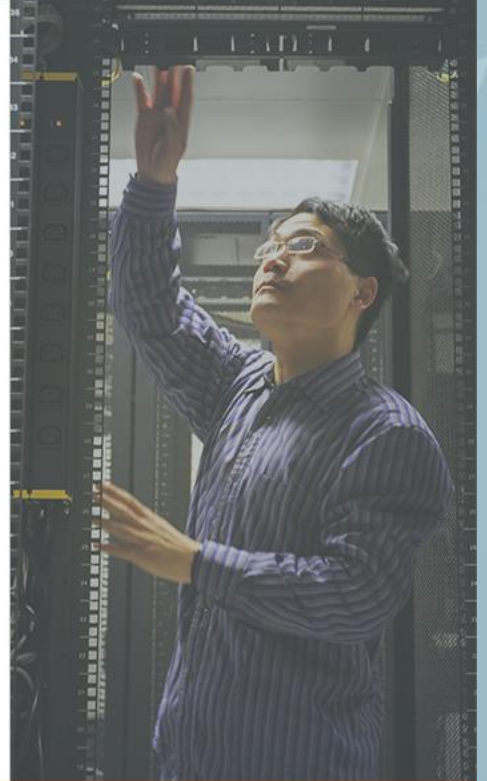
Non-Emergency Transportation Services

TECHNOLOGY

RELATIONSHIPS

INNOVATION

RESULTS



Overview

- Our Corporate Experience
- Non-Emergency Medical Transportation (NEMT)
- Our Broker, Client, Provider Relationship
- Scheduling Process
- Our Proprietary Technology
- NEMT Provider Network
- Training and Compliance
- Program Integrity
- Key Contacts
- Questions

Our Corporate Experience

- Medical transportation experience since 1974
- 18 Years as Medicaid NEMT Broker
- Operations in 7 states and the District of Columbia
- 2.8 million covered lives
- 5 million trips annually
- 898 NET Providers with 5,230 drivers and 5,288 vehicles



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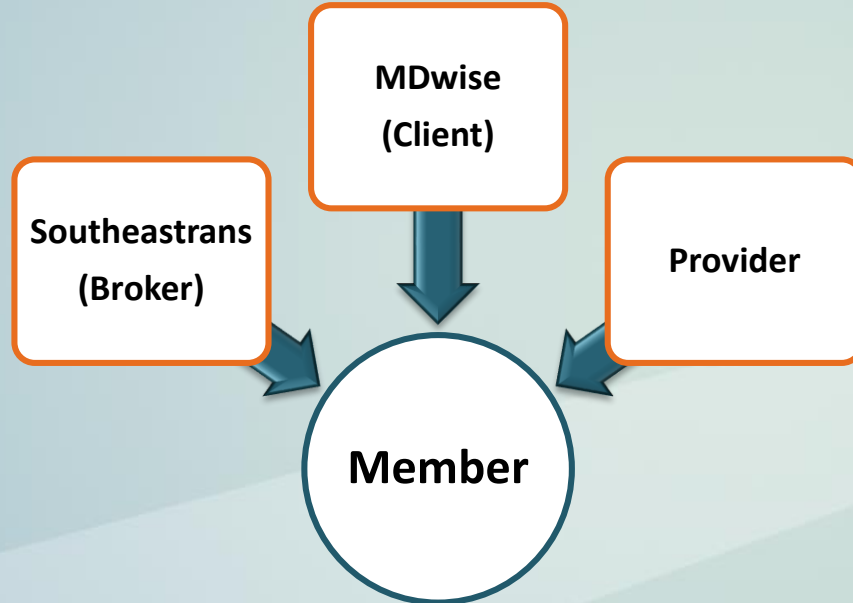
What is Non-Emergency Medical Transportation?



Non-Emergency Medical Transportation (NEMT) is transportation that is made available for members with no other means of transportation (vehicle in the home) to and from any MDwise-reimbursable service, or one that would be a MDwise-billable service (if the provider is used for the purpose of receiving treatment, medical evaluation, or medical equipment).

Broker, Client and Provider Relationship

The Broker, Client and Provider work together to provide NEMT services to Indiana Medicaid Members.



- Southeastrans contracts with private companies (providers). Our responsibility is to administer and oversee the NEMT process which includes all gate-keeping for eligible individuals.
- As an MCE, MDwise is responsible for assuring that Indiana Medicaid members have the opportunity to request and receive Medicaid services, including non-emergency transportation (NEMT).
- The provider is responsible for transporting members safely to their medical appointments in a timely manner.



Scheduling Process



ELIGIBILITY

- Southeastrans will determine member eligibility each time a trip is scheduled.
- The appointment reason and provider will be verified as a MDwise-approved healthcare provider and covered service.
- Providers who are not in the network with MDwise or services that are not covered under the member's plan will be denied.
- Southeastrans will notify the member of the denial at the time of call and send a notice to the member stating the reason for the denial.



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PRIOR AUTHORIZATION PROCESS

- Southeastrans will complete and submit all required Prior Authorizations on behalf of the member.
- In rare circumstances, it may be necessary to seek clinical guidance in deciding if a trip is medically necessary. These may include:
 1. A member may say they have a rare condition that only one provider in state can provide.
 2. Trips >50 miles must be approved with administrative determination if the travel guidelines have been met. If the member is requesting out-of-state travel, meals, etc., this case must require clinical review and would be considered an exception to travel limitation guidelines.

Scheduling a Trip - Member

- Non-urgent trips can be scheduled by calling the Reservation Line at 1-800-356-1204, Mon – Fri from 8am – 8pm (EST) or via the Member Portal.
- Scheduling for urgent trips (trips that occur in less than 48 hours) can be completed by calling the Reservation Line 24 hours a day, 7 days a week.

Scheduling a Non-Urgent Trip - Facility

Non-urgent trips can be scheduled by:

- Calling the Facility Line at 1-855-325-7588, Monday – Friday from 7am – 6pm EST.
- Via the facility portal at www.Southeastrans.com/facilities.
- Via fax by utilizing the Nursing Home Form and sending it to 317-642-0913.

Please ensure members are ready at least 10 minutes before the scheduled pick up time. Providers are only required to wait 10 minutes.

Scheduling an Urgent Trip - Facility

- Scheduling for urgent trips occurring in less than 48 hours can be completed by calling the Facility Line at 1-855-325-7588, 24 hours a day, 7 days a week.

Please ensure members are ready at least 10 minutes before the scheduled pick up time. Providers are only required to wait 10 minutes.

Return Trips

- Standing orders do not require a call after the appointment. If the provider does not arrive at the scheduled pick-up time, please contact the Southeastrans “Where’s My Ride” line at 1-800-356-1204.
- For all single (demand) trips, the member/member representative should call the “Where’s My Ride” line at 1-800-356-1204, or the driver will provide the member with a number to call when the appointment is over.
- Providers have 1 hour from the call to return to pick up the member. If the provider does not arrive, members should call the “Where’s My Ride” line for assistance.

Additional Transportation Options

- **Gas Reimbursement** - Members have the option to have a family member or friend transport them to appointments and receive reimbursement for their mileage.
- **Public Transportation** - Members on public transit routes are offered public transportation.

Members/member representatives who are interested in gas reimbursement or public transportation may make this request while setting up their trip with the call center representative.



Our Proprietary Technology



System Features	
Client	Facility
Beneficiary	Utilization Review
Program Integrity	Reconciliation
Provider Credentialing	Provider Compliance
Quality Management	Dispatch

FACILITY Portal Access

Request an Account: www.southeastrans.com/facilities



FACILITY PORTAL



SOUTHEASTTRANS

[Home](#) [Book a Trip](#) [Standing Order](#) [Search for Trips](#) [Forms](#) [Contact Us](#) [demouser](#)

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More

Arrivals

Departures

08/11/2017

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Dial-a-Facility46

Trip ID	Member Name	Arrival Date	Est Arrival Time	Appointment Time	Show/No Show	Cancel Trip
2699	Woody, Sheriff	8/11/2017	10:30 AM	10:30 AM	<div>...</div>	<div>Cancel</div>
3288	Lightyear, Buzz	8/11/2017	4:30 PM	4:30 PM	<div>...</div>	<div>Cancel</div>
3287	Woody, Sheriff	8/11/2017	5:30 PM	5:30 PM	<div>...</div>	<div>Cancel</div>

Showing 1 to 3 of 3 entries

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MEMBER Portal Access


Request an Account: <https://member.southeastrans.com/Account/Login>



MEMBER PORTAL

[Home](#) [Reservations](#) [Profile](#) [Support](#) [testuser](#)


NEED A RIDE?



Do you need a ride to a non emergency medical appointment?

Schedule New Ride


NEED TO CANCEL A RIDE?



Feeling better and want to cancel a ride you currently have scheduled?

Cancel a Ride

NEED HELP?



Current Reservations

Trip Date	Time	Pickup Location Name	Dropoff Location Name	Details	Cancel
9/1/2015	11:40 AM	4751 Best Road Atlanta, GA	80 Jesse Hill Jr Dr SE Atlanta, GA	View	Cancel
8/13/2015	11:00 AM	4751 Best Road Atlanta, GA	80 Jesse Hill Jr Dr SE Atlanta, GA	View	Cancel

View All Scheduled Reservations

Needs Feedback

Trip ID	Leg	Trip Date	Assigned Transportation Provider	Status	Rating	I did not go	Contact Me
743	A	4/9/2015	Jim's Awesome Transportation	Complete	<div></div>	Did Not Go	Contact Me
739	A	4/7/2015	Jim's Awesome Transportation	Complete	<div></div>	I DID Go	Contact Me
738	A	4/6/2015	Jim's Awesome Transportation	Complete	<div></div>	I DID Go	Contact Me
711	A	3/26/2015	Jim's Awesome Transportation	Complete	<div></div>	I DID Go	Contact Me
711	B	3/26/2015	Jim's Awesome Transportation	Complete	<div></div>	I DID Go	Contact Me

View All Previous Reservations



NEMT Provider Network



NEMT Provider Network

Provider Support:

- Regular provider meetings
- Financial assistance when appropriate
- Business and technical assistance, including budgeting, routing, financial analysis, etc.
- Weekly reimbursement
- Provider portal, NET Notes and iPads provided at no cost to the provider
- A culture of being “provider-friendly” based on trust, integrity and respect



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Monthly Provider Scorecard

The Provider Scorecard assesses each provider’s performance on a monthly basis in the following key areas:

Operational Performance	Quality	Compliance
Ratio of demand to subscription trips	Percentage of late trips	Number of accidents
Service availability	Percentage of provider no-shows	Number of incidents
Utilization of mobile technology	Number of complaints	Vehicle inspection results
	Participant satisfaction survey results	Compliance-related liquidated damages



Training and Compliance

NET Driver Training

- QBS – Safety Care Certified Trainer Mental Behavioral Health Module
- Customer Service Emphasis and HIPAA Awareness
- Passenger Assistance, Safety and Sensitivity (PASS)
- First Aid/CPR
- Defensive Driving
- Wheelchair Securement
- Mobile Technology Training



Training and Compliance

Compliance

- Credentialing of providers and drivers
- Digital vehicle inspections with photographs
- Database link to vehicle tag numbers
- Field monitoring units
- Knowledgebase via the Provider Portal
- Random transportation inspections to ensure the highest quality of care for members



Program Integrity

Audit

Review claims to root out Fraud, Waste & Abuse (FWA) concerns

- Member/driver signature inconsistencies
- Vehicle mileage inconsistencies
- Pick-up/drop-off time inconsistencies

Program Integrity

FWA investigations

- Investigate all reported FWA concerns from drivers and/or members
- Review attendance verification reports
- Recover funds when appropriate

Process Improvement

Implement controls & mitigate risk

- Provider orientation partnership
- Driver training partnership
- Call Center onboarding partnership
- Compliance Department partnership



Help fight Fraud, Waste, or Abuse.

Providers and Drivers should report suspected abuse and/or neglect of a member to Southeastrans. Southeastrans will forward this information to our Client and/or the appropriate State Agency pursuant to the laws and regulations of the State in which the member resides. Reports can be made anonymously.

Fraud	Waste	Abuse
Any attempt to scheme or defraud any healthcare benefit program; any attempt to obtain money or property of any healthcare benefit program.	The over utilization of services that may result in unnecessary costs to the healthcare system.	Any actions resulting in unnecessary costs to the healthcare system, improper payment for services, services that are medically unnecessary.



Don't be afraid to report suspected fraud, waste, or abuse. You are protected against retaliation or retribution for a report that is provided in good faith.

If you have knowledge of fraud, waste, or abuse contact:

Internal Audit Department
(404) 942 - 4278
reportfraud@southeastrans.com

**Office of Inspector General
(OIG)**
1.800.433.3982

**Medicaid Fraud Control
Unit (MFCU)**
1.800.433.5454

**Southeastrans Ethics Compliance
Line Program**
1.855.299.9309
<https://southeastrans.alertline.com>

Fraud, Waste & Abuse

Driver Signature			Member Signature		
					
					
					

Member Care Gatekeeper

A means for NEMT drivers to report concerns identified:

- ✓ abuse
- ✓ environmental
- ✓ self-neglect
- ✓ vulnerability

- Notifications are sent to the appropriate parties for further intervention.
- Identifying people for intervention of services that may assist in improving their well-being and reducing the need for emergency intervention
- 117 reports filed since the program began



KEY CONTACTS

Phone Line	Contact Person	Telephone Number
Client Services Manager	Candi Colby	317-613-0829
Quality Assurance Manager	Michael Hanner	317-613-0853
Facilities Outreach Manager	Jodie Little	317-671-2249
Provider Relations Manager	Kristy Swoveland	317-613-0827
State Director	Sandra Lowe	317-613-0850
Member Reservation Line		800-356-1204 Hoosier Healthwise *Option 1 HIP *Option 2
Facility Reservation Line		855-325-7588
Facility Fax		317-642-0913
Facility Dispatch		888-822-6124
Provider Dispatch		855-325-7611



Questions

 **SOUTHEASTRANS**
DRIVING THE FUTURE OF TRANSPORTATION MANAGEMENT

Session Survey

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



<https://tinyurl.com/fssa1019>